
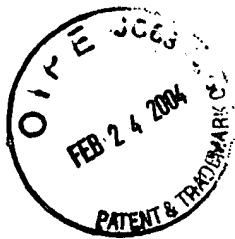


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AMENDMENT TRANSMITTAL LETTER (Large Entry)				Docket No. 1732(42059-01170)	
Applicant(s): RUPE, ET AL.					
Serial No. 09/923,984	Filing Date AUGUST 7, 2001	Examiner KAREN L. LE	Group Art Unit 2642		
Invention: "METHOD AND SYSTEM FOR CALL QUEUING AND CUSTOMER APPLICATION INTERACTION"					
TO THE COMMISSIONER FOR PATENTS:				RECEIVED FEB 27 2004 Technology Center 2600	
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	9 -	20 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	2 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
 <input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-1419 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.					
 _____ Signature			Dated: FEBRUARY 18, 2004		
ROBERT G. CROUCH REGISTRATION NO. 34,806 MARSH FISCHMANN & BREYFOGLE LLP 3151 S. VAUGHN WAY #411 AURORA, COLORADO 80014 720-562-5506			<div style="font-size: small;">I certify that this document and fee is being deposited on FEB. 18, 2004 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</div> <div style="text-align: center;"> _____ Signature of Person Mailing Correspondence</div> <div style="text-align: center;">TERRI BELICH _____ Typed or Printed Name of Person Mailing Correspondence</div>		
CC:					



PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

RUPE et al.

Serial No.: 09/923,984

Filed: August 7, 2001

Atty. File No.: 1732 (42059-01170)

Confirmation No.: 3566

For: "METHOD AND SYSTEM FOR CALL
QUEUEING AND CUSTOMER
APPLICATION INTERACTION"

) Group Art Unit: 2642

) Examiner: Le, Karen L.

) AFTER FINAL Technology Center 2600

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SNC
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RECEIVED (NS)

FEB 27 2004 4/26/04

<p>CERTIFICATE OF MAILING</p> <p>I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO COMMISSIONER FOR PATENTS, P.O. Box 1450, Alexandria, VA 22313-1450 ON FEBRUARY 18, 2004.</p> <p>MARSH FISCHMANN & BREYFOGLE, LLP</p> <p>BY: <u><i>TERRI BALICH</i></u> TERRI BALICH</p>

AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Mail Stop: AF

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of January 2, 2004. Based on the amendments and remarks presented below, reconsideration and further examination are requested.

Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows:

Do not enter
K.L.
3/5/04